



North Central State  
COLLEGE

# Position Announcement

## Transition Specialist Part-Time

Posted: January 21, 2019

North Central State College is accepting resumes for a part-time Transition Specialist in the department of Student Success, Retention and Transition Services. The Transition Specialist will direct newly admitted students through the enrollment process, testing requirements, advising, orientation, transcript, and FASFA; re-engages with previously enrolled students by providing individualized financial and academic support to expedite their re-admission process; and coordinate with other student services areas to facilitate the consistent delivery of enrollment services.

*Essential duties/responsibilities include but are not limited to the following:*

### Enrollment Triage/Coaching

- Assist admitted students by directing them to and informing them of the next steps in the enrollment process such as financial aid, testing, advising and academic planning, new student orientation
- Proactively case-manage admitted students utilizing customer relationship management system, student information system and advising tools
- Track admitted students' progress through enrollment stages to ensure timely completion of the necessary steps to enroll at NCSC
- Communicate with students through phone calls, email, text messaging and other materials within 72 hours of admitted status
- Notify admitted students of problems with their academic records including transcripts, financial aid, etc. and assist with resolving any issues
- Provide students with scholarship, grant, and funding resources and assist with application process as appropriate
- Assist identified matriculating post high school students who may be eligible for Tuition Freedom Scholarship with enrollment process
- Direct admitted students to ACCUPLACER study materials and assist with Testing & Assessment Waiver process when applicable
- Refer students to the appropriate specialized staff for such matters as disability services, financial aid assistance, TRIO Student Support Services, career exploration, etc.
- Initiate and maintain systematic and frequent contact with admitted students on caseload and follow-up to ensure an on-time start to the semester
- Serve as a liaison to Admissions department and foster intentional relationships with advisors, staff, and departments
- Stay abreast of changing institutional information including admissions requirements, new programs, course changes, deadlines, important dates, costs, and state and federal mandates
- Provide feedback and detailed reporting on related enrollment activities on a weekly and/or monthly basis as requested by the department Director
- Other duties as assigned

### Re-Enrollment Outreach

- Re-engage students who completed enrollment process but delayed attendance to the College
- Provide outreach to students who have stopped out from the College for an extended time period
- Assist students in removing barriers to re-admission to the College
- Refer students to appropriate College offices, departments, and resources
- Document student interactions/contacts in AdvisorTrac
- Communicate with students through phone calls, email, text messaging and other materials
- Other duties as assigned

### Advising/Registration

- Assist transient students in the transition to the College; provide assistance to transient students in the registration process; Serve as the primary contact for transient students
- Direct students to tools such as Career Coach, Ohio Means Jobs, FOCUS2 to assist students in clarifying and choosing a major and career pathway early in the enrollment process
- Assist with Walk-In/Drop-In traffic in the Student Success Center during peak registration periods
- Assist with group registration during New Student Orientation
- Understand FAFSA deadlines, process, procedures and changes in order to accurately advise students
- Document student interactions/contacts in AdvisorTrac
- Other duties as assigned

### Department Support

- Assist with student outreach events on campus to increase student advising contact and registration
- Attend department, division, and College meetings as needed
- Participate in professional development workshops and conferences and training in order to keep current with College policies, procedures, enrollment process and advising practices
- Assist with generating reports
- Perform other duties as assigned

### Qualifications

- **Education:** Associate's degree required; Bachelor's degree preferred.
- **Experience:** Two (2) years' of experience in a college/educational environment or related education/training with direct customer service experience; two (2) years' experience within admissions or advising in a college/university environment, preferably within a community college setting preferred.

Please express your interest in this position by submitting a letter of application and résumé to:

**NORTH CENTRAL STATE COLLEGE**  
Attention: Human Resources  
2441 Kenwood Circle, Mansfield, OH 44906

You may also apply online at: [www.ncstatecollege.edu](http://www.ncstatecollege.edu). Click on "Info For" then "Job Seekers"

Resumes will be reviewed 2/4/19 and until filled